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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/917,746

Examiner : Hector A. AGDEPPA

Filed : July 31, 2001

Confirmation No. : 2766

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE
RESPONSE CALL MANAGEMENT SYSTEM

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
U.S. Patent and Trademark Office
220 20th Street S.
Customer Window, Mail Stop Amendment
Crystal Plaza Two, Lobby, Room 1B03
Arlington, VA 22202

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98 and supplemental to the Information Disclosure Statements that were filed on October 4, 2004, September 23, 2004, June 16, 2004, March 15, 2004, January 2, 2003, October 31, 2001, Applicants hereby call to the Examiner's attention the following document:

U.S. Patent No. 6,173,279 to LEVIN et al., which issued on January 9, 2001.

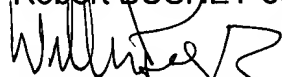
Further to 37 C.F.R. § 1.98(a)(2)(ii), a copy of the above-cited patent document is not enclosed herewith. However, if a copy is needed, the Examiner is respectfully requested to contact the undersigned.

Applicants respectfully request that the Examiner consider the above document and cite the same. The above-noted document is listed on the attached PTO-1449 Form. The Examiner is requested to initial the appropriate spaces on the attached Form and to return a copy of the completed Form to Applicants with the next official communication in the present application.

Applicants note that since this Supplemental Information Disclosure Statement is being submitted before the mailing of a first Office Action after the filing of a request for continued examination under 37 C.F.R. § 1.114, no fee is believed necessary to ensure consideration of the submitted material. However, if an Office Action has issued and is crossing in the mail with this statement, the Commissioner is hereby authorized to charge Deposit Account No. 19-0089 any fee necessary to ensure consideration of the submitted material.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,
Robert BUSHEY et al.


Bruce H. Bernstein
Reg. No. 29,027

William Pieprz
Reg. No. 33,630

December 23, 2004
GREENBLUM & BERNSTEIN, P.L.C.
1950 Roland Clarke Place
Reston, VA 20191
(703) 716-1191

Atty. Docket No.
P20419

Application No.
09/917,746

Applicant
Robert BUSHEY et al.

(Use several sheets if necessary)

Filing Date
July 31, 2001

Group 2642	
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U.S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

[illegible]

EXAMINER

DATE CONSIDERED

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.